CAREER SERVICES

Oklahoma State University
OKC Campus

Resume Resource Packet

The Purpose of a
RESUME

1 A resume is a marketing document that communicates the value you bring to a potential employer.

2 A good resume serves as a "snapshot" of your skills and abilities, not a comprehensive list of accomplishments.

3 A resume should be a simply-designed document directing the readers attention to key experiences and other sections.

4 A great resume highlights the unique, specific transferrable skills based on information provided in the job description.

5 Don't include your High School information on your resume, unless you're 2 years (or less) removed from High School. The main function of a resume is to highlight what you've done as an adult.

Know your
AUDIENCE

1 Research shows that the average job opening receives roughly 150-250 applications.

2 Employers read resumes very quickly and tend to scan for key sections and specific skills, experiences, and abilities.

3 Resume readers tend to prefer resumes that are simple in format and not overly-text heavy, this assists with **reader efficiency**.

4 Not every resume reader will be an expert in your field, or intimately aware of the details of your industry, be sure all audiences can read and interpret your content.

FUN FACT: Hiring Managers typically spend 15-30 seconds on a resume...if it's good.

How to start your
RESUME

1 **Never use a template.** Use a blank word document to control spacing and formatting to adhere to ATS standards.

2 Keep your resume to **one page only** with **1-inch margins**. If you have a lot of relevant information, use **0.5-inch margins.**

3 Use the same font throughout your resume.

**4** Be consistent with your section headings, sub-headings, bullet points, and indents.

FUN FACT: You don't include references on your resume. The reason is that Hiring Managers have you submit your references on your application.

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Common fonts for your
RESUME

1 Try to **avoid serif fonts** (fonts with feet) such as Times New Roman as ATS software has a difficult time extracting and parsing sarif fonts.

SERIF	SANS-SERIF
T	T
F	F
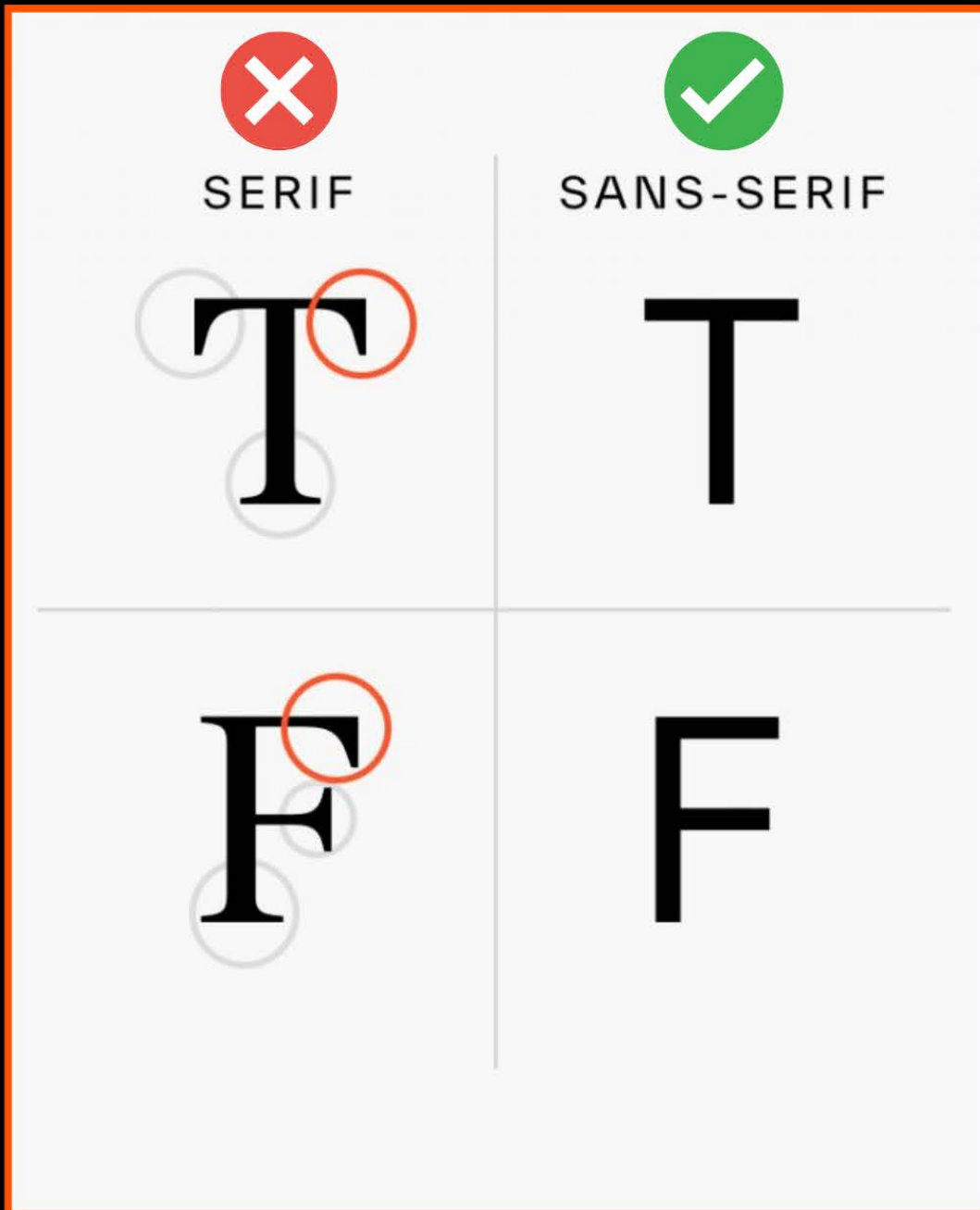
Rules for your
HEADER

1 Headers are often the most design-heavy element of a resumes. A good header utilizes a simple style that directs the readers attention to your name and contact info.

2 Your name should appear bold and larger than your contact information and content **(font size: 18-28 pt).**

3 Your sub-header information should be smaller than your header; this is your contact number, email, and address **(font size: 10-14 pt).**

4 You can include your LinkedIn, GitHub, and Research Gate links in your subheadings, if you want.

FUN FACT: You don't have to include your full address. Your City, State, and Zip Code will suffice.

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EDUCATION

1 Only include completed degrees or degrees in progress ordered by completion date.

2 Be sure to include your full, formal degree name as it appears on your diploma.

3 Only include cumulative GPA if above 3.0, major GPA's should not be included. **If your GPA is above a 3.5, bold it.**

4 Always put the full name of the issuing University with its location under your degree name.

Example:

Bachelor of Science in Biochemistry　　　　　　　Graduation: May 2025
Oklahoma State University - Oklahoma City, OK　　　　**GPA: 3.5**
- List any academic awards like Dean's List, etc.
- List any scholarships related to your degree.

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Crafting your content sections:
WORK EXPERIENCE

1 List your work experiences in **reverse chronological order**, e.g., most recent to oldest.

2 Make sure to list and bold your full job title, directly under that, list the full name of the company **with its location**.

3 Include at least three bullet points, no more than five bullet points, explaining your role at the job.

4 Make sure you **right-align** your dates of employment.

Example:

Customer Representative   May 2022 - Present
Mid-South Solutions - Pauls Valley, OK
- 3 - 5 Bullet points detailing your experiences, contributions, and professional development at the company.

Crafting your content sections:
ADDITIONAL SECTIONS

1 Here's a list of other content sections you can include on your resume. Remember, **a resume is a one-page document that highlights your experiences as they relate to the job and job posting**, so be strategic about the additional sections you choose to include:

- Professional Organizations
- Technical Skills
- Certifications
- Community Services & Outreach
- Campus Involvement
- Other Scholarships & Awards
- Research Experience
- Teaching Experience
- Other Work Experience

Example:

Professinal Organizations

Member, United Union Workers Association	May 2022 - Present
Member, Latino Student Association (LSA)	July 2023 - January 2024
President, Staff Advisory Board	March 2022 - August 2023

Communicating and Advocating your
VALUE

1 When constructing the content of your resume, always **communicate your value**. The main function of a resume is to market your unique skills and qualifications to an employer, so don't hold back.

2 Another way to think of this is **purpose versus action**. An **action** states what you did, a **purpose** communicates what you did **and why it was important.**

3 **Keep it Concise:** While it's important to provide sufficient detail, be mindful of keeping your resume concise and focused. Aim to communicate your value in a clear and efficient manner, avoiding unnecessary jargon.

4 **Proofread Carefully:** Double-check your resume for spelling and grammatical errors, as well as formatting inconsistencies. A polished and error-free resume reflects positively on your attention to detail and professionalism.

Writing and formatting your
BULLET POINTS

1 Your bullet points are **the most important** part of your resume.

2 With each job experience, include **3-5 bullet points**.

3 Start each bullet point with an **action verb**. Avoid personal pronouns like **I, me, my, we or us.**

4 Always incorporate **transferable skills** that all employers are looking for.

5 Again, when writing your bullet points always include the **"why"** behind the **"what"**. **Think action versus purpose.**

6 The best way to show your talent and qualifications is through your bullet points because they **add context and evidence to your unique skills and qualifications.**

7 Be mindful of your tenses. If something is currently happening, use **present tense**, if something happened in the past, use **past tense**.

8 When possible, always incorporate **quantitative data**, i.e., **"numbers"**, into your bullet points.

9 Avoid the use of **acronyms** and **abbreviations**. Always spell out your words and terms. Remember, not all Hiring Managers work in your field, so make your content **easy to understand.**

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Examples of quality
BULLET POINTS

Example #1:

Customer Representative   May 2022 - Present
Mid-South Solutions - Pauls Valley, OK
- Provide exceptional customer support via phone, email, and live chat, resolving an average of 50 inquiries daily with a focus on first-call resolution and customer satisfaction.
- Implement personalized solutions to address customer concerns, resulting in a 20% increase in customer retention and positive feedback ratings.
- Collaborate cross-functionally with sales and product teams to identify opportunities for process improvement, leading to a 15% reduction in average handling time and increased efficiency in service delivery.

Example #2:

Junior Accountant II   April 2022 - June 2023
F5 Financial - Edmond, OK
- Led financial analysis and reporting processes, ensuring accuracy and compliance with regulatory standards, resulting in streamlined operations and improved decision-making for a diverse portfolio of clients.
- Implemented cost-saving strategies and optimized financial workflows, resulting in a 23% reduction in overhead expenses while maintaining high-quality accounting services.
- Collaborated with cross-functional teams to develop and implement internal controls, enhancing the integrity of financial data and mitigating risks, leading to successful audits and regulatory inspections.

FUN FACT: Recruiters don't have unlimited time to view your resume, so they often prefer bullet points over weighty paragraphs. Again, avoid unnecessary jargon.

List of
ACTION VERBS

Interpersonal Skills:

Accommodated	Requested	Consulted	Guided	Negotiated
Advised	Respected	Contributed	Mediated	Personalized
Arranged	Served	Cooperated	Moderates	Provided
Assisted	Taught	Facilitated	Motivated	Related

Leadership Skills:

Oversaw				
Recommended	Selected	Authorized	Directed	Administered
Regulated	Signed	Conducted	Encouraged	Appointed
Required	Sponsored	Delegated	Led	Approved
	Supervised	Designated	Managed	Assigned

Help Skills:

Advocated	Represented	Clarified	Educated	Familiarized
Aided	Resolved	Coached	Encouraged	Guided
Assessed	Supported	Counseled	Expedited	Motivated
Assisted	Volunteered	Demonstrated	Facilitated	Referred

Research Skills:

Collected	Applied	Evaluated	Identified	Reviewed
Compared	Maintained	Examined	Interpreted	Solved
Critiqued	Programmed	Gathered	Investigated	Surveyed
Diagnosed	Utilized	Extracted	Researched	Tested

Creative Skills:

Adapted	Planned	Created	Established	Investigated
Authored	Proposed	Customized	Estimated	Modified
Composed	Revised	Designed	Initiated	Performed
Conceptualized	Studied	Developed	Integrated	Planned

Communication Skills:

Addressed	Represented	Explained	Presented	Contacted
Advertised	Translated	Instructed	Promoted	Corresponded
Collaborated	Tutored	Lectured	Publicized	Discussed
Communicated	Wrote	Negotiated	Recruited	Edited

Organization Skills:

Analyzed	Prepared	Scheduled	Projected	Coordinated
Assembled	Recorded	Calculated	Reduced	Organized
Budgeted	Reorganized	Arranged	Computed	Planned

Action verbs are listed in **past tense form.** Be sure to change to **present tense** when talking about a job or experience **that's currently happening.**

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Do you have
QUESTIONS?

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➤ If you have any questions, please email **D.J.** at **dj.carter-rodriguez@okstate.edu**

➤ Do you want to schedule an appointment? **D.J.** accepts **virtual and in-person** appointments via SLATE or SHAREPOINT. Schedule **here**.

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